



State of Utah

Product Description

Product Number: 4233.02.15

WEB SITE MANAGEMENT (DFI.UTAH.GOV)

Effective Date: July 1, 2014
Revision Date: March 24, 2014
Version: 1.0.0
Product Owner: Department of Financial Institutions
Product Manager: Bruce Stewart
Phone: 801-538-8856
E-mail: bstewart@utah.gov

The Department of Financial Institutions (DFI) maintains a public facing Internet web site, dfi.utah.gov. This web site is designed to provide useful information for the general public and financial institutions within the State of Utah. It contains listings of financial institutions, mortgage and consumer lender information, down loadable reports, forms, and data files. Utah citizens can also find on the web site general department information, application status updates, financial education information, links to other related sites and more.

The hours of support required for Web Site Management are listed below.

Application	Support Hours	Days of Week
Web Site Support	8:00am - 5:00pm	Monday - Friday
Web Site Availability	24x7 except for scheduled software & hardware updates	Monday - Sunday

Product Features and Descriptions

Service Feature	Description
Development and Deployment	Develop and deploy the agency web site in accordance with agency business needs and budget.
Maintenance	Maintain hardware and application software components required to provide the agency web site.
Content Update	Provide a mechanism and methodology for web site content updates and perform those updates as required by the agency.
Product Feature	Description
Search Functionality	Provides web site localize word search functionality.

State of Utah

Product Description

Automated Static Content Updating	Incorporates static content generated by automated processes from various agency databases.
Feedback	Captures public feedback and interfaces with an agency tracking and routing database.
Web Site Access Statistics	Reports on web site access statistics and other analytics
Standard State Navigation Heading	Utilizes the standard state navigation heading and associated state web navigation and search capability.
Basic State Standard Web Site Compliance	Conforms to basic state defined web site look and feel standards.

Features Not Included

Product Feature	Explanation
Real-Time Database Links	Web Site does not have real-time dynamic connections to agency's databases.
Direct User Content Management	Due to business user resource availability and the relative complexity of website content management, the web site content is not directly managed and updated by business users.
On-line Forms Processing	Web Site does not provide on-line forms processing capability. Forms currently available on the agency's web site are in static PDF format.

Rates and Billing

There are no specific rates or billings associated with this product. This product and related service offering are currently being provided by the IT Director assigned to DFI. If additional resources beyond the current IT Director support are needed and approved to develop and maintain DFI databases and applications, DFI will be billed at the approved DTS rate.

Network Support	Monitoring, troubleshooting and support to ensure up time and sufficient performance throughout DFI networks.	Refer to DTS Rate for Network Services.
Security	Enterprise Information Security encompasses the provisioning and management of information security services and solutions to all Executive Branch agencies.	Refer to DTS Rate for Enterprise Security.
Enterprise Hosting Services	Enterprise Hosting Services is the management of servers, storage, backup and restore for executive branch agencies within the State. It includes installation, deployment, maintenance and support of the operating system (OS), web server and application server software.	Refer to DTS Rate for Enterprise Hosting Services.
Application Support	The application will be supported during normal business hours. Should the agency CEO request 24x7 emergency support for a period of time the extra hours will be billable at the DTS application maintenance rate.	See Approved DTS Rate

Ordering and Provisioning

Contact the agency IT Director for web site development, maintenance, and content management. All pertinent service requests and problems will be documented and tracked in DTS' enterprise application known as ServiceNow.

DTS Responsibilities

1. Understand agency business and operational environment.
2. Develop and design the agency web site to meet business requirements.
3. Select the technologies used for the agency web site and the best method for applying those technologies to meet the agency's needs and budget.
4. Identify technical requirements and ensure resources are available and cost effective.
5. Coordinate any contracts, agreements, purchases and other efforts in support of web site development, maintenance, and enhancement processes.
6. Provide network support to ensure that the agency web site is available to the Internet and accessible to the public.
7. Maintain hardware and software components required by the web site.
8. Backup and secure the web site on an established recurrent schedule.
9. Provide input, when appropriate, to business users and supervisors on system technical needs for upgrades, performance improvements, desirable re-works on web site designs, and suggestions for solutions to bugs or enhancements.
10. Implement changes and add enhancements approved and prioritized by the agency.
11. Perform first level testing on changes and enhancements and verify correctness.
12. Work with the agency to help ensure licensing compliance on software required by the applications.
13. Manage and update web site content as requested by the agency.
14. Maintain close contact with the agency's business product manager to ensure effective application of web services and properly address web site enhancements.

Agency Responsibilities

1. Provide business requirements and interface design input for web site development and enhancements.
2. Pay costs associated with hardware and software needed by the web site. Costs for these items are directly charged back to the agency.
3. Provide and approve agency web site content.
4. Review web site content for correctness and report any inaccuracies.
5. Responsible for user testing activities as a supplemental level of web site functionality testing.
6. Keep the IT Director informed on agency business issues that may affect the agency's web site content and services or future delivery of web content and services.
7. Ensure licensing compliance on software required by the web site.

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
Web Site Availability	98% 24x7 – This site is expected to be available 24 x 7 except for scheduled software & hardware updates. This site will be supported during regular DTS business hours, Mon-Fri 8:00am to 5:00pm.

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Resolution Time:

Resolution time measure DTS' efforts to respond to customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target – % of Tickets Meeting Priority Timelines
Low priority – 6 Business hours	90%
Medium priority – 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority – 3 Clock hours	90%

State of Utah

Product Description

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target – % of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% satisfied